

CITY OF ATLANTA GEORGIA CLASSIFICATION SPECIFICATION

Job Title: Police Communications Supervisor

Date: 1995

Purpose of Job

The purpose of this job is to supervise, coordinate and administer telecommunication dispatching functions and operations in accordance with all statutes, laws, ordinances and regulations for which the assigned department is accountable. Duties include, but are not limited to: supervising, scheduling and training assigned staff; ensuring all requests for services from citizens or emergency units are received and dispatched to appropriate agency in a timely and accurate manner; and keeping accurate records of all activities.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Work Delegation:

- Supervises, directs and evaluates assigned staff, handling employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.
- Directs and administers work assignments of subordinate personnel engaged in dispatching activities within the Police department; reviews and approves personal leave, sick and vacation.
- Oversees day-to-day operation of E911 and medical emergency for Atlanta Police Dispatch Center.

Planning and Organizing:

- Plans and maintains schedule for the dispatchers; adjusts schedule, staffing and/or authorizes staff to work overtime when necessary to ensure full staff at all times.
- Organizes, prioritizes and distributes work assignments to subordinates; works to meet the goals and objectives of the department.
- Inventories office supplies and equipment; orders and maintains sufficient amount to ensure adequate units are available to perform daily tasks.

Communication:

- Communicates effectively and coherently over law enforcement and police radio channels initiating and responding to calls; issues case numbers; notifies others, such as wreckers, cabs and utilities, when services are requested/required.
- Takes and relays messages to officers or other divisions such as the Atlanta Fire Department, Fulton County EMS, EPA/EPD, Red Cross, etc.
- Provides the general public with directions and referrals, answers to citizen complaints and concerns and any other information requested regarding the community or situation.
- Contacts various utility companies to resolve problems such as gas detection, power failures, etc.; contacts telephone companies for assistance in obtaining address of distressed callers.
- Answers the telephone; provides information, advice and guidance; takes and relays messages and/or direct calls to appropriate personnel; returns calls as necessary.

Employee Development:

- Provides on-going, in-service training for all dispatchers; keeps dispatchers updated on changes or additions in procedures affecting their job directly or indirectly.
- Guides and trains subordinates on proper procedures and protocol of the department; shows best technique to accomplish tasks and provides technical assistance as needed.
- Reviews documents produced by subordinates to ensure accuracy; discusses errors which may arise and recommends method for corrective action.

Administrative Duties:

- Maintains current field and code manuals, policy and procedures, employee handbooks, various maps, etc., for reference and/or review.
- Substitutes for other supervisors and/or co-workers in temporary absence of same; performs flexible unit assignments as needed in emergency response; performs other administrative tasks as assigned.
- Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental and city operations, to promote improved job performance and to stay current with changing state/municipal policies, procedures, codes and criminal/civil case law.

Problem Identification and Solution:

- Monitors both radio and telephone traffic to ensure all procedures and policies are followed and all tasks are performed in a professional manner.
- Evaluates calls to determine signals and priorities.
- Determines correct location and which units to dispatch on calls; confirms field units are responding as requested and in a timely manner.
- Ascertains services required to handle incident including wrecker, ambulance, fire, etc.; dispatches as needed.

Productivity and Accountability:

- Performs multiple tasks simultaneously; takes appropriate action when presented with a stressful life/death situation; remains calm under all circumstances.
- Monitors multiple radio frequencies while answering/handling phone calls or other radio frequencies.
- Answers multiple telephone lines; handles all 911 calls within the Atlanta Police Department jurisdiction or transfers the call to appropriate agency; handles other calls appropriately and updates call lists.
- Works assigned shifts.
- May transmit and monitor teletype messages including confirmation requests, emergency and administrative messages, inter-agency communications, etc.; may perform criminal history checks as requested.

Equipment Use and Maintenance:

- Uses dispatch delay and 911 phone systems, automatic number and location identifier boxes when monitoring emergency and non-emergency calls; operates call playback equipment recording all calls; may change recorder tape and clean the unit.
- Utilizes a computer, printer, etc., to enter, store and retrieve data, to type in/dispatch calls and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.
- Operates a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports; maintains printers changing paper and ribbons as needed.
- Uses a typewriter to complete forms, documents and to type routine correspondence; uses a calculator to compute numbers for reporting purposes.
- May operate telecommunications device for the deaf, teletype and various radio devices for communications.

Record Keeping and Documentation:

- Maintains a daily log of all shift personnel; records information in a manpower log, dispatcher work schedule book and leave (absence) time log; prepares time sheets and payroll of unit.
- Oversees recording of all calls, completion of police and EMS incident reports, daily logs, lookout data, confirmation requests, wrecker and accident logs, and other reports and documents; supervises monthly file purges.
- Maintains individual daily, monthly and yearly 911 statistics and call delay reports; prepares statistical information for performance evaluations on employees; prepares disciplinary packages as needed.
- Completes maintenance requests for equipment needing service and/or repair.

Interpersonal Relations:

- Serves as liaison between other agencies, including media, and the infrastructure of the Police Department.
- May assist dispatchers to assure suicidal callers and other distressed callers until officers' arrival to assist.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Atlanta Police Department; works to achieve the highest level of cooperation and efficiency possible.

Marginal Job Functions

- Performs other related duties as required.

Knowledge of Job

Has considerable knowledge of the principles, practices and procedures of the City, Police Department and the various department operations and functions. Has considerable knowledge of dispatching and communication systems, as necessary in the completion of daily responsibilities. Is able to administer policies, procedures, plans and activities and to monitor performance of subordinates against measured established goals. Ability to implement long-term goals for the department in order to promote effectiveness and efficiency. Has considerable knowledge of all applicable laws, policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Ability to keep abreast of any changes in policy, methods, operations and equipment needs. Ability to effectively communicate and interact with subordinates, officers, management, employees, members of the general public and all other groups involved in the activities of the City as they relate to specific responsibilities. Ability to assemble information and make written reports in a concise, clear and effective manner. Has good organizational, management and human relations, and technical skills. Ability to use independent judgement and discretion in managing subordinates including the handling of emergency situations, determining and

deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and skilled in the use of computers. Is able to read, understand and interpret statistical data, administrative bulletins, reports, materials, and perform related work. Must be willing to perform shift work.

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or GED required; three years in communications dispatching, or related experience required; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must be certified by the Peace Officer Standard and Training as a Communications Officer or become certified within six months of appointment and must maintain certification of same. Supervisory experience required.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and/or office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office environment work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.